



FAST fax

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Update on ITSS System

On July 9, 2003, a FAST fax was sent to you addressing the operating problems of the new Integrated ITSS System that are affecting all users nationally. This is a systems update to keep you informed. We sincerely appreciate your continued support as we work through this transition.

Our technical groups, nationally and regionally, are addressing the problems and working to improve the system and some improvements have been achieved. Regardless of the system problems, we are taking care of customer acquisition needs. All projects are now being processed, albeit with systems delays, and high priority projects are being given emphasis. For urgent requirements, we are manually processing the orders outside of the ITSS system.

Please note that Kansas City Expanded Services and Professional Services business lines are not using the new Integrated ITSS System, and their service delivery and response time is not affected.

Please contact your Kansas City FAST representative with any questions and for assistance with your requirements. Again, thank you for your support of the Heartland Region.

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